

## **REGISTER OF DEEDS**

### **Statement of Purpose**

The purpose of the Catawba County Register of Deeds is to provide official record keeping for all real estate, personal property, and vital statistics and to provide a convenient and public place where valuable documents can be filed and/or recorded with a department whose staff is friendly and courteous. A cooperative working relationship with the various professionals and general public is viewed as an integral aspect of our purpose. We also strive to maintain an awareness of statutory changes through evaluation and staff development to assure the quality and timeliness of our functions.

### **Outcomes**

1. Real estate and personal property changes or purchases are required by North Carolina General Statute to be recorded by the Register of Deeds Office. All documents received by 12:00 noon will be recorded the same day. All documents received after 12:00 noon will be recorded by 12:00 noon the following workday. This policy will be completed by December 31<sup>st</sup>, 2004.
2. To measure the quality of customer service provided by the Register of Deeds, a survey will be created and available in the Register of Deeds office. Customers will be requested to complete this survey. The survey will also be available to complete online under the Register of Deeds website. This survey will be available to the citizens by September 30<sup>th</sup>, 2004.
3. The Register of Deeds Office receives various types of requests for service. They range from requests via telephone, mail, and in person service. 84% of requests for Death, Birth, and Marriage Certificates or information pertaining to them will be provided the same day of the request once all information is provided. This policy will be implemented by September 30<sup>th</sup>, 2004.
4. Electronic access to deed information provides a service to the citizens by allowing them to view this information from other locations without having to travel to the Register of Deeds Office. 81% of recorded information will be scanned and available for public review within seven (7) days of receipt. This will be completed by June 30<sup>th</sup>, 2005.

# Register of Deeds

Organization: 160050

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
<b>Revenue</b>					
Real Estate Excise	\$453,762	\$455,500	\$485,108	\$485,108	7%
Charges & Fees	938,134	763,530	812,740	812,740	6%
Miscellaneous	230,590	57,500	174,044	174,044	203%
General Fund	(1,071,997)	(686,179)	(863,411)	(863,411)	26%
<b>Total</b>	<b>\$550,489</b>	<b>\$590,351</b>	<b>\$608,481</b>	<b>\$608,481</b>	<b>3%</b>
<b>Expenses</b>					
Personal Services	\$447,878	\$487,609	\$525,144	\$525,144	8%
Supplies & Operations	96,976	102,742	83,337	83,337	-19%
Capital	5,635	0	0	0	0%
<b>Total</b>	<b>\$550,489</b>	<b>\$590,351</b>	<b>\$608,481</b>	<b>\$608,481</b>	<b>3%</b>
<b>Employees</b>					
Permanent	10.00	10.00	10.00	10.00	0%
Hourly	0.00	0.00	0.60	0.60	0%
<b>Total</b>	<b>10.00</b>	<b>10.00</b>	<b>10.60</b>	<b>10.60</b>	<b>6%</b>

## Significant Changes:

Ten percent (10%) of the total revenues collected for Marriage Licenses, Recording of Legal Instruments, UCC Filing Fees, and Miscellaneous Revenues are recorded in the Register of Deeds Automation and Preservation Fund. The remaining 90% stays in the General Fund. This was effective January 1, 2002, when House Bill 1073 was approved by the General Assembly.

Miscellaneous revenues have increased 203%. In the past this revenue was budgeted very conservatively. The budget was increased to reflect a more realistic amount. Projections for Fiscal Year 2004/05 were based on this year's collections with consideration for a slight economic slow down.

Supplies and Operations decreased 19%. This is largely due to a 73% decrease in the Other Miscellaneous Operating Supplies. This account was primarily used for indexing of Marriage, Birth and Death certificates from 2001 to present. The amount was reduced with the expectation that indexing will be up-to-date by the end of Fiscal Year 2003/04.

The budget includes a .60 increase in FTEs. A part-time position will be used to index the Marriage/Birth/Death certificates. There will also be other part-time positions used to cover when full-time staff is absent and during peak hours/days.